

Senate Community Affairs Committee
ANSWERS TO ESTIMATES QUESTIONS ON NOTICE
Social Services Portfolio
2014-15 Budget Estimates Hearings

Outcome Number: 3

Question No: 409

Topic: Aged Care - Home Care

Hansard Page: Written

Senator Polley asked:

How are packages assessed to ensure they are delivered on a consumer directed care (CDC) basis?

Answer:

The *User Rights Principles 1997* require Home Care providers to offer a Home Care Agreement with a care recipient prior to care commencing. The Home Care Agreement must specify whether the Home Care Packages will be provided on a Consumer Directed Care basis or not.

The Quality Review process will confirm that systems are in place to provide services on a Consumer Directed Care basis. The Australian Aged Care Quality Agency commenced responsibility for Quality Reviews from 1 July 2014.

The Aged Care Complaints Scheme is available if there are concerns about the services being delivered on a Consumer Directed Care basis.